

## Electronic Visit Verification – Recipient Factsheet

### Telephone Timesheet System (TTS)

#### How to Register in TTS:

- Dial **(833) DIAL-EVV** or **(833) 342-5388** for TTS.
- Press **3** for Registration.
- Enter your 6-digit registration code (which was mailed to you), your 7-digit case number, and your date of birth.

**NOTE: If you do not have your Registration Code, you can contact your county IHSS office or the IHSS Service Desk at (866) 376-7066 for assistance. Agents are available at the help desk Monday – Friday from 8am to 5pm.**

- Create your 4-digit passcode by entering it on your keypad.

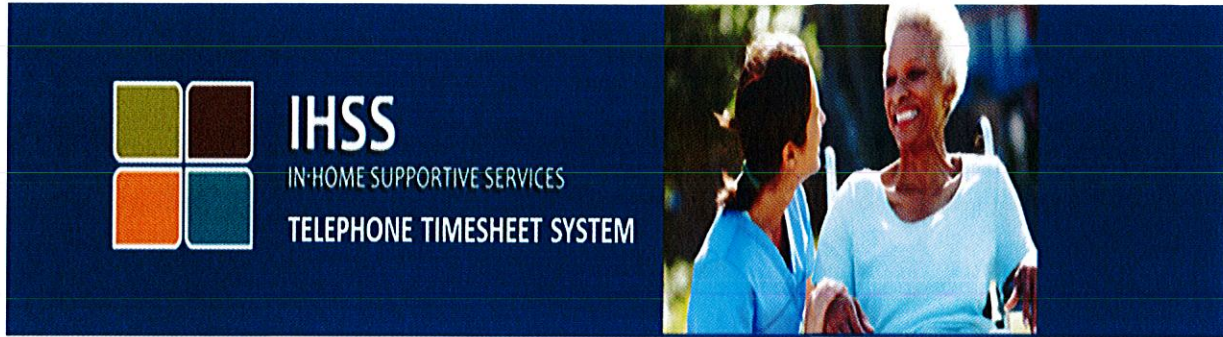
**PASSCODE:** \_\_\_\_\_

**NOTE: YOU SHOULD NEVER SHARE YOUR PASSCODE WITH ANYONE.**

#### How to Approve Timesheets in TTS:

- The TTS will call you when you have a timesheet to review. If you have caller ID, it will show (833) 342-5388. If you miss the call, or you don't want to wait to receive a call, you can call the TTS at (833) DIAL-EVV or (833) 342-5388 at any time.
- Log in with your 7-digit case number and 4-digit passcode.
- Once you log in, press **1** to review pending timesheets from the Activity Menu.
- The TTS will tell you which provider and pay period you are reviewing.
- You can choose to review daily hours, weekly hours or total hours.
- You should review the information entered on the timesheet, including the Hours Worked for each workweek.
- After your timesheet review is complete you can approve your provider's timesheet by pressing **1**.
- The TTS will read the Declaration Statement to you. If you are sure the information entered on the timesheet is true and correct, you will need to enter your 4-digit passcode followed by the **#** key to complete the approval of the timesheet.
- Once the timesheet is approved you can request that a paper copy be mailed to you.





# **Electronic Visit Verification**

## **IHSS Telephone Timesheet System**

### **Recipient Registration**

For additional assistance please contact the IHSS Service Desk at  
(866) 376-7066 Monday through Friday from 8am to 5pm.





To register for the IHSS Telephone Timesheet System (TTS) dial (833) DIAL-EVV or (833) 342-5388 and you will hear the following message:

**“Thank you for calling the IHSS Telephone Timesheet System. Please select your preferred language from the following options, you may make your selection at any time.”**

Following each prompt, use your keypad to enter the information requested.

**For English, press 1.**

**For Spanish, press 2.**

**For Armenian, press 3.**

**For Chinese, press 4.**

Next, the TTS will ask you to identify if you are a provider or recipient.

**“If you are a recipient, please press ‘1’, if you are a provider, please press ‘2’.”**

You will now be taken to the Main Menu.

**“This is the Main Menu. Please select from the following options. You may make your selection at any time:**

**Press 1 to Log in**

**Press 2 to Reset your passcode**

**Press 3 for Registration**

For the next section you will need to have the following information available and ready.

- Your 6-digit Registration code.
  - Your registration code was previously mailed to you. If you cannot locate it, please contact your local county office.
- Your recipient number.
  - Your recipient number should be 7-digits and can be located on your notice of action.
- Date of Birth.

Next, the TTS will prompt you:

**“To Continue, press 1.”**

**“To return to the main menu, press 9.”**

**“If you do not have a Registration Code, please press 0 for assistance.”**

If you press 0 you will be transferred to the IHSS Service Desk.

**“Using your telephone keypad, please enter your 6-digit registration code followed by the pound key. Your registration code was mailed to you at an earlier date.”**

**“Please enter your 7-digit case number followed by the pound key. Your case number is located on any notice of action you have received.”**

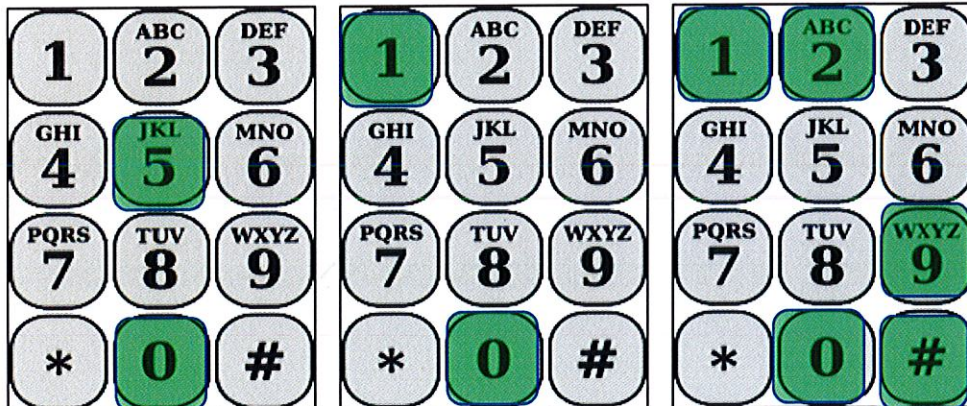
**“Please enter your date of birth followed by the # key. Your date of birth should be entered as a 2-digit month, 2-digit day and 4-digit year. For example, if your birthday is May 12, 1976, then you would enter 0 5 1 2 1 9 7 6. Please enter your date of birth followed by the # key.”**

For example: May 01, 2019

Month: May

Day: 01

Year: 2019#



If you enter any incorrect numbers, the TTS will let you know the information is incorrect and ask you to re-enter the numbers.

If numbers are entered incorrectly again the TTS will ask you to press 0 for assistance. You will be transferred to the IHSS Service Desk.



Once you enter the correct numbers you will hear the following message:

**“Your information has been confirmed. Now you will create your passcode. Your passcode will be a 4-digit number that you will use each time you log in to the IHSS Telephone Timesheet System. Using your telephone keypad, enter the 4-digit number that you want to use as your passcode followed by the # key.”**

Remember to keep your passcode secure and do not share with anyone.

Once you complete the passcode section you will hear:

**“Congratulations! Your registration is complete, and you are now registered to use the IHSS Telephone Timesheet System. You will now be taken to the Main Menu to login or you may hang up to end this call.”**

You can now use your passcode and navigate through the TTS to review and approve or reject your providers time worked.

It is important that you secure your passcode and do not share your passcode.

This concludes the EVV TTS Recipient Registration process. Remember as a recipient you can also do the following in TTS:

- Review and take action on any pending timesheet, and
- Review previous approval or denial actions you have taken on timesheets for the previous 3 months.



# **Electronic Visit Verification**

## **IHSS Telephone Timesheet System**

### **Approving Timesheets**

For additional assistance please contact the IHSS Service Desk at  
(866) 376-7066 Monday through Friday from 8am to 5pm.





**For assistance with using the IHSS Telephone Timesheet System (TTS) you must first Dial:**

**(833)DIAL-EVV or (833)342-5388**

### **Your Provider Has Submitted A Timesheet for Your Review**

When your provider has entered their timesheet into the TTS or ESP, there are 2 ways in the TTS to review and approve this submitted timesheet:

1. The TTS will call you to let you know you have a timesheet to review.  
**"Hello, this is the IHSS Telephone Timesheet System. There is a timesheet ready for your review. If this is the IHSS or WPCS recipient and you would like to log in, please press '1'. If you are not the recipient, press 5 to place this call on hold while you notify the recipient of the call and bring them to the phone."**

You will be prompted to Log into your account and must enter your:

- 7-digit case number followed by the # key, and
- 4-digit passcode followed by the # key

Once you have successfully logged into your account, you will be taken to the Activity Menu to access your provider's timesheet for review. It is important that you keep your passcode secure and do not share your passcode.

2. You can call the TTS to review the submitted timesheet at (833) DIAL-EVV or (833) 342-5388. You will be prompted to Log in to your account and must enter your:
  - 7-digit case number followed by the # key, and
  - 4-digit passcode followed by the # key

Once you have successfully logged into your account, you will be taken to the Activity Menu to access your provider's timesheet for review.

### **Activity Menu**

The TTS will say, **"Welcome to the Activity Menu. Please press 1 to review and take action on any pending timesheets, press 2 to review approval or denial actions you have taken on timesheets for the previous 3 months."**

If there are no timesheets for review, the TTS will say, **“At this time there are no timesheets awaiting review and action. To return to the Activity Menu, press 8 otherwise, you may hang up at any time.”**

Since we have a timesheet for review, we will press 1



For this example, you have an Individual Provider, and a timesheet for the IHSS program to review. This timesheet was submitted by your provider for the pay period beginning March 1, 2019 and ending March 15, 2019 for a total of 93 hours and 30 minutes claimed.

In the daily review of hours, TTS will say the date, hours worked, start time, end time and location. In the example below, the TTS will say March 15, 2019, Hours worked 9 hours, 30 minutes, Start Time 8:30 am, End Time, 6:00 pm, and the Location is Home.

	HOURS WORKED	START TIME	END TIME	LOCATION
FRIDAY 15 Mar	09:30	08:15 a.m.	06:00 p.m.	HOME

You can review each day of the pay period, or key ahead to review the total number of hours for that pay period.

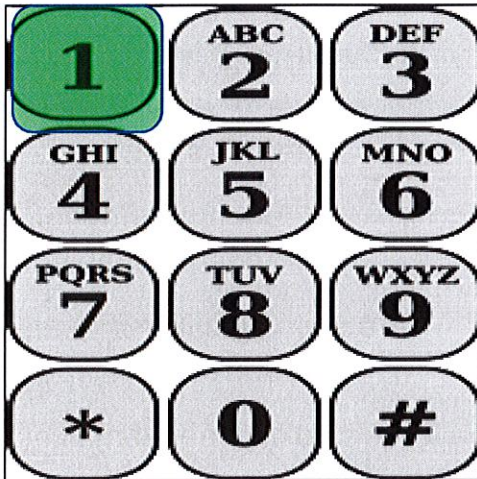


### Approving a Timesheet

After your timesheet review is complete you can approve or reject your provider's timesheet.

The TTS will say, **"to confirm approval and sign this timesheet, please press 1, to cancel approval of this timesheet, press 2."**

This timesheet will be approved, so you will **press1**.



To complete your approval and electronically sign this timesheet, you must listen to the following message:

**"I declare that the information on this timesheet is true and correct. I understand that any false claim may be prosecuted under Federal and State laws and that if convicted of fraud, I may also be subject to civil penalties."**

The TTS will ask you to again enter your 4-digit passcode will be used to confirm your electronic signature on this timesheet. **Please enter your 4-digit passcode followed by the # key.**

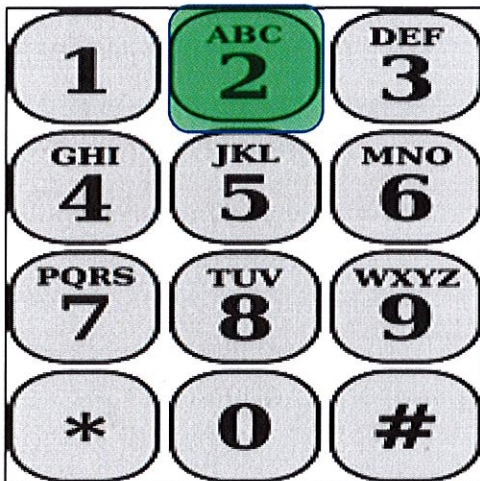
Now, you have approved this timesheet.

### Print Option

You will then be able to request a printed copy of the timesheet be mailed to you after it has been processed. If you have no additional timesheets to review, the TTS will say, **"Thank you for using the IHSS Telephone Timesheet System, goodbye."**

## **Rejecting a Timesheet**

When you have reviewed your provider's timesheet and notice it contains incorrect information, you may reject the timesheet. Rather than approving the timesheet you can press '2' to reject this timesheet. When you reject a timesheet, it will be returned to the provider to make any corrections to the timesheet. Your provider will need to resubmit the timesheet to you again for approval.



## **Reminders**

- Have your case number handy and know your passcode
- Remember to keep your passcode secure and do not share with anyone
- Respond quickly to the TTS prompts or the TTS may end the call and you will need to call back and start over
- You may key ahead
- The time between Start Time and End Time may not match the actual Hours Worked for a day
- Your provider will be paid for the number of authorized hours you enter in the Hours Worked section
- If you have multiple providers on the same day, it is possible their Start Time and End Time may overlap
- Hours Worked entry cannot be greater than 24-hours for one day
- Providers will have separate timesheets if you have both IHSS and WPCS programs